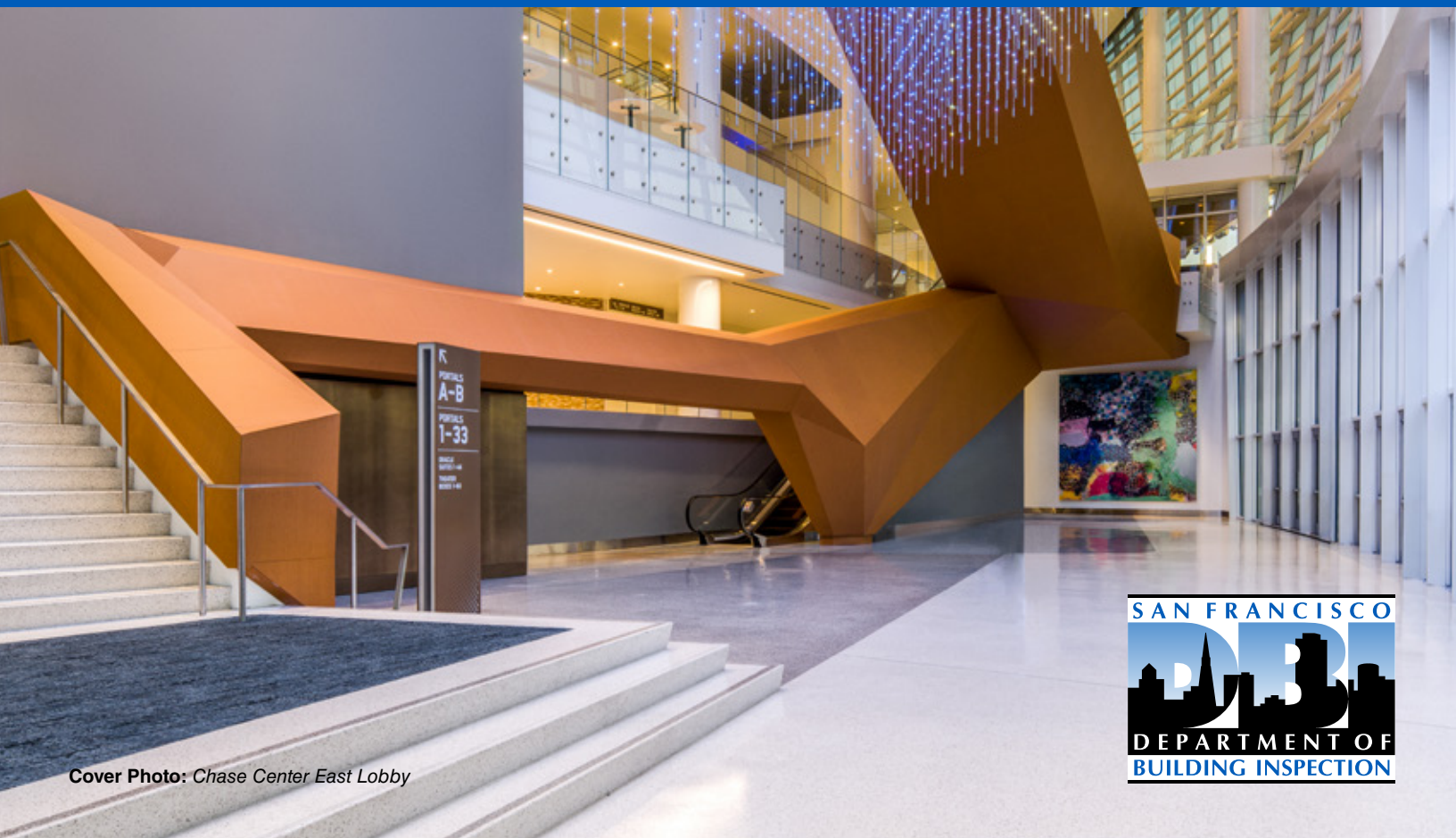




ANNUAL REPORT

2018-2019



Cover Photo: Chase Center East Lobby





City & County of San Francisco

Mayor London N. Breed

Board of Supervisors

Building Inspection Commission

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Dear Customers and Stakeholders,

We are pleased to provide the Department of Building Inspection's 2018-2019 Annual Report. This past year was yet another busy building year, with the following highlights:

- We issued over **71,100 permits**, and conducted over **159,900 total inspections** with project construction cost valuations at **4,995,025**.
- We provided assistance to property owners resulting in more than **120 Accessory Dwelling Units (ADU)** constructed – adding to our affordable housing stock.
- We achieved a **98% compliance** rate for the Mandatory Soft Story program, with over **2,900 properties** having completed retrofit work, making the buildings stronger ahead of the next earthquake.
- Through our partnership with our community-based code enforcement partners, we assisted nearly **21,000 tenant households**, and closed over **690 habitability cases** through proactive actions by DBI's Code Enforcement Outreach program.
- Through our partnership with our Seismic Safety Outreach Program partners, we reached more than 88,200 residents, and conducted more than **800 training sessions** with **3,400 participants** graduating as Community Ambassadors of seismic safety.
- We hosted our annual Earthquake Safety Fair, where more than **600 San Franciscans** participated and **85 exhibitors** provided invaluable information about action steps to protect their families and properties. Attendees learned about DBI's important public policy programs, such as the Accessible Business Entrance Program (ABE), the City's Tall Building Safety Strategy and how to build more Accessory Dwelling Units.

We thank our nearly 300 dedicated professional staff for their continued commitment to providing outstanding services to our customers that visit, call and email DBI daily.

DBI remains dedicated to advancing building and life safety by fulfilling its core services of providing top-notch plan review services, inspection services and code compliance enforcement.

PURPOSE, MISSION STATEMENT AND CORE SERVICES

PURPOSE

To serve the City and County of San Francisco and the general public by ensuring that life and property within the City and County are safeguarded and to provide a public forum for community involvement in that process.

MISSION STATEMENT

Under the direction and management of the seven-member citizen Building Inspection Commission, the Department of Building Inspection (DBI) oversees the building and life safety of San Francisco's 200,000 commercial and residential buildings in the City's 49 square miles. We enforce the effective, efficient, fair, and safe code enforcement of the City and County's Building, Housing, Plumbing, Electrical, and Mechanical Codes, along with Disability Access Regulations for all who live, work, and visit San Francisco; and ensure owners maintain code-required habitability conditions of the City's more than 20,000 apartments and 500 residential hotels.

OUR CORE SERVICES

REVIEW PLANS AND ISSUE PERMITS



Responsible for permit approval coordination, final approval and permit issuance to assure that the proposed construction work meets all safety requirements of the codes; and ensures that the process is performed in a timely manner that is always professional and courteous to all DBI customers.

INSPECT AND VERIFY CONSTRUCTION SAFETY



Inspect buildings for compliance with code requirements, scope of work in accordance with issued building, plumbing and electrical permits, and respond to complaints on residential and commercial buildings.

RESPOND TO COMPLAINTS & ENFORCE CODES



Enforce code compliance using a stipulated legal process including an issued Notice of Violation, Directors Hearing, Order of Abatement, property lien, and referral to the City Attorney for litigation of non-compliant properties.

DBI: BY THE NUMBERS FOR 2018-2019



Over **280** employees make up DBI



Over **36,000** projects submitted with a total valuation of \$4.9 million dollars with 82% of projects with up to **\$50,000** permit valuation.



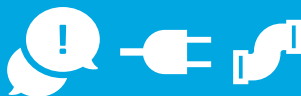
Issued more than **71,100 permits**, averaging more than **5,900 permits** issued monthly and over **280 permits** issued daily.



Of all building permit applications, 92% were requested and issued over the counter within two business days.



Conducted over **159,900 total inspections**, averaging more than **13,300 inspections** conducted monthly and more than 640 conducted daily, with 94% of inspections occurring within two business days.



Received over an average of **500 building, electrical, and plumbing complaints** monthly, with 96% processed within 3 business days.



Produced **7,400 total 3R Reports** with 98% of reports issued within 7 business days and processed over a total of **12,500 Record Requests** with 93% processed over the counter.

*Average based on 250 working days,
not 365 calendar days.*

ABOUT THE BUILDING INSPECTION COMMISSION

The Building Inspection Commission (BIC) provides policy direction to the Department of Building Inspection. The Commission was designed to provide representation for the various communities which interact with the Department. The Commission sets policy, hears various appeals on issues leading up to the issuance of building permits, sits as the Abatement Appeals Board to hear appeals to the Director's Orders of Abatement, and provides a public forum through its monthly meetings.



Angus McCarthy

President
Residential Builder

Debra Walker

Vice-President
Tenant Seat

Kevin Clinch

Licensed Structural
Engineer Seat

Sam Moss

Non-Profit Housing Seat

John Konstin

Residential Landlord Seat

Frank Lee

Architect Seat

James Warshell

General Public Seat

BOARDS & COMMITTEES

- Abatement Appeals Board
- Access Appeals Commission
- Board of Examiners
- Code Advisory Committee
 - Administrative & General Design Subcommittee & Disability Access
 - Green Building Subcommittee
 - Housing Code Subcommittee
 - Mechanical/Electrical/Plumbing/Fire and Life Safety Subcommittee
- Structural Subcommittee
- Single Room Occupancy Task Force
- Public Advisory Committee



ABOUT THE DEPARTMENT OF BUILDING INSPECTION



Director's Office

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The Director's Office provides department leadership, sets policies, and supports all programs within the Department in order to implement established goals, objectives and mandates, and takes actions that ensure the safeguarding of life and property. It includes:

- Communications
- Disaster Coordination Unit
- Legislative & Public Affairs



Administrative Services

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The Administrative Services (AS) Program includes Financial Services, Records Management, Payroll and Personnel, and Management Information Services. AS provides support to the Department in the areas of fiscal management, purchasing, contract, fleet management, information technology, and business analysis. AS maintains department records and processes records requests and 311 customer service requests. AS also provides human resources and payroll support testing. It consists of the following:

- Finance Services
- Payroll & Personnel Services
- Records Management Division
- Management Information Services



Inspection Services

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Inspection Services (IS) inspects buildings for compliance with code requirements, scope of work in accordance with approved plans and permits, and responds to complaints on residential and commercial buildings. IS protects public safety by enforcing municipal and state regulations and codes relative to construction, alteration, and installation of electrical and plumbing equipment and systems. IS inspects buildings for code compliance in residential housing under building permits, or as a result of complaints, and also inspects apartments and hotels. IS addresses complaints and conducts inspections associated with interior/exterior lead-based paint disturbance/removal. IS is also responsible for abatement of code violation cases referred from the building, electrical, and plumbing inspection divisions. It consists of the following:

- Building Inspection Division
- Electrical Inspection Division
- Plumbing Inspection Division
- Housing Inspection Services
- Code Enforcement



Permit Services

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Permit Services (PS) is responsible for all permit processes from the time a permit application is submitted until a building permit is issued at DBI. The functions include screening, routing permits and plans for review, and coordination of building permit review. PS also manages approval and issuance of construction permits, including electrical, plumbing, and street space permits for public and private buildings within the City and County of San Francisco. PS also assesses and collects fees for all structures, building enlargements, and changes of use. Additionally, it provides technical support for the Department in the areas of code development and information and provides coordination for the Building Occupancy Resumption Program (BORP). It consists of the following:

- Central Permit Bureau
- Initial Plan Review
- Help Desk/Information Counter
- Plan Review Services
- Technical Services Division

STRATEGIC PLAN AND GOALS

Ensuring that Life and Property are Safeguarded, Through Fair and Transparent Processes.

The Department of Building Inspection's Strategic Five-Year Plan, "A Path to Building Safety Excellence," for Fiscal Years 2015-20, is the result of six months of intense collaboration between management and staff from all divisions. The strategic planning process was a rigorous endeavor that included input from industry professionals and community stakeholders from across the City.

The end result is a DBI blueprint that establishes five concrete goals and 19 objectives that serve as a viable road map to a more efficient and effective department, delivering the highest levels of customer services.

This plan is updated annually, based upon lessons learned, and adjusted as needed in the dynamic building safety environment.



Permits

Review and approve plans, and issue permits. Safeguarding Life and Property in Compliance with City and State Regulations.



Inspections

Perform Inspections to Enforce Codes and Standards that protect residents' rights and ensure safety and quality of life.



Customer Service

Deliver the Highest Level of Customer Service.



Administrative Practices

Utilize Efficient and Effective Administrative Practices.



Outreach & Engagement

Proactively Engage and Educate Customers, Contractors, and Stakeholders on DBI's Services, Functions and Programs.

DBI'S FUTURE HEADQUARTERS - 49 South Van Ness Avenue

Construction work has started at 49 South Van Ness, the future home of the Department of Building Inspection along with SF Planning, Public Works and other permitting agencies. Located near the intersection of South Van Ness Avenue and Mission Street, this new City Office Building will centralize the City's permitting services and provide 460,000 square feet to serve as the place of work for over 1,600 employees from various departments.

Slated to open in 2020, this new facility will be a huge improvement in work space both for our customers and our employees. The new Permit Center, at 39,000 square feet on the second floor of the new building, will serve as the hub for permitting related to construction, special events, and business services. DBI will make up almost two-thirds of this space and will additionally occupy the fourth and fifth floors of the building as administrative workspaces.



The 16-story office building is designed with sustainability and staff well-being in mind. The work environment will feature lots of daylight and views, outdoor patios, low-Volatile Organic Compounds (VOCs) furniture and finishes, solar roof panels, and other amenities, such as including a childcare facility and bicycle parking. The building will be outfitted with state of the art equipment and technology to ensure city staff are supported in their work to continue to provide excellent customer service for our residents and businesses.



View from South Van Ness Avenue and Mission Street

COMMITTED TO HOUSING PRODUCTION AND HABITABILITY

ACCESSORY DWELLING UNIT (ADU) PROGRAM

Allows for the addition of accessory dwelling units, also known as in-law units or granny flats, within the building envelope. Increases affordable housing units to the City's housing stock. Fiscal year July 2018 - June 2019, the ADU program has received the following:

Units submitted	405
Units issued	388
Total units completed	127

 sfdbi.org/adu

LEGALIZATION OF IN-LAW UNITS PROGRAM

Allows the legalization of existing illegal dwelling units in residential buildings throughout the City. This Program improves the unit's safety by bringing it up to code and increases the number of legalized affordable units in the City's housing stock. Since 2014, this Program has received the following:

Units submitted	706
Units issued	202
Total units completed	219

 sfdbi.org/unitlegalization

Accessory Dwelling Unit

In late February 2019, DBI joined Mayor London Breed and our city partners at Planning, Public Works, the Fire Department and the Public Utilities Commission at a press conference to recognize the successful work of our staff in clearing the Accessory Dwelling Unit (ADU) application backlog of 919 units within the Mayor's six-month deadline as outlined in Executive Directive 17-02, issued on August 30, 2018.

In coordination with our City Agency partners, we instituted new protocols to streamline the processing of ADU applications which include:

- Streamlined "Roundtable" plan review by all affected departments;
- The creation of a multi-agency ADU checklist outlining each agency's requirements and submittal guidelines;
- Combined recheck appointments with all affected departments and the owner's design professionals.

Based on the changes above, we were able to review over 200 units applied for within the four-month requirement stipulated in the Mayor's directive. We are committed to continuing the momentum we've accomplished in reviewing and approving ADU applications. New legislation also has been introduced at the Board of Supervisors to waive certain DBI fees for ADU applications as a "pilot" program to see if these waivers motivate owners to construct more affordable ADUs. We hope more property owners take advantage of this opportunity to help address the City's housing shortage.

MAINTAINING HABITABLE HOUSING

Over the last 20 years, DBI's Code Enforcement Outreach Program (CEOP) has provided support to tenants and owners so that the City and the community can work together to bring rental housing into code compliance. This unique program helps improve living conditions for all tenants by improving communication between tenants and landlords.



21,074 households

counseled on habitability issues in their units and contacted the property owner by writing letters requesting repairs.



2,050 tenants

and landlords participated in housing safety programs, workshops and events, designed, led and sponsored by participating organizations, in order to better educate residents on the San Francisco Housing Code and DBI's Housing Inspection Services.



692 habitability cases

successfully resolved through mediation among the tenants, partner organizations and landlords, often utilizing the assistance of the San Francisco Apartment Association (also a member group). As a result, the repairs in these units were made and living conditions improved.



sfdbi.org/ceop



STRENGTHENING BUILDINGS AND PREPARING COMMUNITIES

MANDATORY SOFT STORY PROGRAM





Requires wood-frame buildings of three or more stories with vulnerable ground floors to be seismically retrofitted. Increases buildings' resiliency and improves its ability to withstand the next earthquake.

Over 4,908 property owners have submitted required permits ensuring their property is on track to seismically strengthen its building's ground floor. Found below is a breakdown of the Program's progress since 2013 in each supervisorial district.

DISTRICT BREAKDOWN

Out of 4,908 buildings in the Program, or 98% (4,790) property owners have submitted permits with 38% (1,840) permits filed and issued and 62% (2,950) work completed.

A total of 2% (118) buildings are currently non-compliant.

 District	 Work Completed	 Permit Filed & Permit Issued	 Non-Compliant
1	375	189	9
2	636	323	15
3	423	314	20
4	95	53	3
5	581	347	24
6	38	50	5
7	30	34	0
8	537	312	19
9	178	161	19
10	43	39	1
11	14	18	3
Total	2,950	1,840	118



sfdbi.org/softstory

PRIVATE SCHOOL EVALUATION PROGRAM

Required the evaluation of private school elementary and secondary schools for seismic vulnerabilities. This Program provides greater transparency of the seismic safety of these schools by requiring campus administrators to evaluate the seismic safety of their buildings and structures.

Two types of reports were required to be turned in: 1. an evaluation scope report by 11/2/15 and 2. an evaluation report by 11/2/17. Each school campus may have turned in more than one report since multiple buildings were evaluated.

Identified to be in Program	110
Subject to Program	97
Exempt	13
Total Buildings in Compliant	93
Total Number of Reports	182
Non-Compliant	4



sfdbi.org/privateschool

TALL BUILDING SAFETY STRATEGY

On June 18, over 150 people joined the Department of Emergency Management, the City Administrator's office, DBI and the Office of Resilience and Capital Planning to learn about the City's first-ever safety strategy study on Tall Buildings in San Francisco. At the event, attendees learned what the City is doing to continue to strengthen its building code design requirements; best practices in developing a recovery framework with insights from Seattle and the recent Santa Rosa wildfire disasters; and helpful information on the State's Safety Assessment (SAP) and Building Occupancy Resumption (BORP) programs, to help the City rapidly inspect damaged buildings and reduce wait time in enabling reoccupation of these buildings after an emergency.

This event kicked off the City's efforts to evaluate and develop next steps relating to the study's recommendations with continued input from the development, construction and building communities.

To learn more about the study, visit <http://onesanfrancisco.org/esip>.

PREPARING COMMUNITIES FOR THE NEXT EARTHQUAKE- SEISMIC SAFETY OUTREACH PROGRAM

Since May 2015, DBI, in partnership with Community Youth Center (CYC) and Self-Help for the Elderly has provided San Francisco's diverse populations with hands-on training and education for the next disaster through the Seismic Safety Outreach Program. As of January 2018, this program was expanded to provide in-language workshops citywide in all 11 of San Francisco's Supervisorial Districts.



88,290 residents
reached through
interactions and material
distribution at over
110 events



803 trainings
and workshops
conducted



17,192 individuals
educated through
trainings
and workshops



3,447 graduated
as Seismic Safety
Program
Ambassadors



sfdbi.org/seismicsafety



IMPROVING BUSINESS CORRIDOR CONDITIONS

ACCESSIBLE BUSINESS ENTRANCE PROGRAM

Requires existing buildings with commercial storefront(s) to have all primary entrances accessible for people with disabilities. Helps property owners comply with state and federal accessibility laws and helps people with disabilities gain greater access to goods and services offered by San Francisco businesses.

Over 24,000 storefronts have been identified as part of this Program, which are owned by more than 11,000 property owners. Multiple notifications were sent out to property owners informing them of this new Program and its requirements. Workshops and merchant walks were conducted in the affected merchant corridors to explain the details of the Program and to raise awareness in the merchant communities.

Accessible Business Entrance

Total Affected Storefronts	24,000
Complied Storefronts	5,358
Non-Compliant Storefronts	18,642
Total Affected Property Owners	11,251
Complied Property Owners	2,073
Non-Compliant Property Owners	9,178

Breakdown of Compliant Storefronts as of 06/30/19

Category 1	978
Category 2	1,400
Category 3	276
Category 4	189
Category Exempt	1,613
Waived	166
Total	4,622

VACANT BUILDING PROGRAM

Property owners of vacant or abandoned buildings are required to register their building by completing an application and submitting annual registration fees to the Department of Building Inspection pursuant to Ordinance 194-09. In addition, they need to maintain and secure their property, to prevent blight and public safety hazards in compliance with Chapter 80 of the San Francisco Administrative Code, the California Environmental Quality Act and all other applicable building, health, fire and safety codes.

Number of Complaints Received	298
Compliant Properties	64
Non-Compliant Properties	118

VACANT STOREFRONTS PROGRAM

Property owners of vacant or abandoned commercial storefronts are required to register their vacant storefront by completing an application and submitting annual registration fees to the Department of Building Inspection pursuant to Ordinance 52-19. This applies even if other units in the building are currently occupied. In addition, they need to maintain and secure their property, even if partially unoccupied, to prevent blight and public safety hazards in compliance with Chapter 80 of the San Francisco Administrative Code, the California Environmental Quality Act, and all other applicable building, health, fire, and safety codes.

Number of Complaints Received	754
Compliant Properties	245
Non-Compliant Properties	481

AMENDED VACANT STOREFRONT ORDINANCE

In March 2019, the Board of Supervisors voted unanimously to amend the Vacant Storefront ordinance through Ordinance 52-19, which took effect in April 2019. Through this ordinance, the following changes are now in effect:

1. Registration of vacant storefront is required 1. within 30-days of the commercial storefront becoming vacant or 2. even if it is actively being offered for rent or lease;
2. Annual registration fee payment of \$711 required at the time of registration;
3. Property owner is required to pay a penalty of four times (4x) the annual registration fee (\$711) for failure to register a vacant storefront within 30 days of the property being noticed by DBI; and
4. Annual report required from a licensed professional, which is engaged and paid for by the property owner, confirming the storefront's interior and exterior has been maintained up to code. This annual report is due when the owner renews and pays the storefront's annual registration.

2019 SAN FRANCISCO EARTHQUAKE SAFETY FAIR

The 2019 San Francisco Earthquake Safety Fair was held on Wednesday, June 11, 2019 at Bill Graham Civic Auditorium from 10:00 a.m to 4:00 p.m. The fair featured several exhibitions: a hall of contractors, design professionals, and community and government partners; five informative workshops; four separate emergency training sessions; and an outdoor earthquake simulator. Emergency preparedness kits were given as raffle prizes to workshop attendees.



85 exhibitors



5 workshops



4 emergency
training classes



600 attendees



sfdbi.org/eartquakesafetyfair





DBI IN THE





COMMUNITY



HOTEL CONVERSION ORDINANCE

LEGISLATIVE HISTORY:

The Residential Hotel Unit Conversion and Demolition Ordinance (HCO) was originally adopted by the Board of Supervisors on June 26, 1981 in order to preserve the existing stock of residential guest rooms as housing for low-income, elderly, and disabled persons. The Board found it necessary to adopt legislation that would minimize the loss of residential guest rooms since this stock of housing had been decreasing at an alarming rate due to conversion and demolition.

RESIDENTIAL HOTEL CERTIFICATION:

Beginning in 1981, the HCO required all hotel and apartment house owners and operators with guest rooms to report to the Bureau of Building Inspection (now the Department of Building Inspection) how the guest rooms were being used on September 23, 1979. If the guest room was actually occupied by a tenant for thirty-two consecutive days or longer, the room was designated as residential. Guest rooms occupied by a tenant for thirty-two days or longer, were designated residential. Guest rooms occupied less than thirty-two days were designated as tourist. The property owner/operator had fifteen days to appeal the certification of these designations by the Bureau of Building Inspection.

Now, a hotel is considered residential if it has one or more residential guest rooms as certified by the HCO. Approximately five hundred (500) hotels are designated residential by Chapter 41 of the S. F. Administrative Code, which includes those hotels owned or operated by nonprofit organizations. The overall number of residential hotels can fluctuate because the Ordinance permits a hotel to change its residential designation upon approval of a Permit to Convert application. The Permit to Convert requires the hotel owner to replace the converted residential guest rooms at a rate of one-for-one; or to pay an in lieu (replacement housing) fee.

OPERATION REQUIREMENTS

All residential hotels which do not have documentation on file with the Department of Building Inspection indicating that the hotel is operated by a nonprofit agency (recognized by the IRS) must file an Annual Unit Usage Report on November 1st every year. These residential hotels must also maintain records of use. Required records of use include daily logs, weekly reports, and corresponding rent receipts. Hotel owners/operators must maintain two years of records of use on site. The Certificate of Use indicating the number of residential and tourist guest rooms assigned to the hotel must be posted at the hotel lobby along with the weekly report.

Residential hotel owners and operators are prohibited from renting, or offering to rent, any rooms certified as residential guest rooms under the HCO for a "Tourist or Transient Use". A "Tourist or Transient Use" is defined as any use of a guest room for less than a 30-day term of tenancy by a party other than a permanent resident. This definition of "Tourist or Transient Use", however, is currently the subject of a legal challenge. Accordingly, the City has agreed to enforce a 7-day term of tenancy minimum pending full resolution of the lawsuit.

The Housing Inspection Services Division maintains files on residential hotels which are available for public review. These files contain documentation required by Chapter 41 of the S. F. Administrative Code, such as the Certificate

of Use, filed Annual Unit Usage Reports and documents regarding enforcement activities.

SUMMARY OF ENFORCEMENT EFFORTS:

Notices of Violation Issued for Recordkeeping Violations and/or Unlawful Conversion: HIS issued 2 Notices of Violation which cited a residential hotel's failure to meet Chapter 41 requirements. Upon issuing these Notices, both of the cited hotels cooperated with HIS and immediately came into compliance.

Notices of Apparent Violation Issued for Recordkeeping Violations HIS issued 10 Notice of Apparent Violation, most of which cited the subject residential hotels' failures to properly maintain and post the required records of use. Of the 10 NAVs issued, 7 were resolved. The remaining three NAVs are open and the subject hotels are being monitored to ensure the recordkeeping requirements are being met.

Annual Unit Usage Reports Every November 1st all 393 for-profit residential hotels under the jurisdiction of Chapter 41 of the San Francisco Administrative Code are required to file a report which shows how these protected residential guest rooms are occupied throughout the year. In particular, the AUUR require hotel owners to report on the number of occupied and vacant guest rooms as of October 15th of the reporting year, and on the types of services provided to permanent residents (maid service, utilities, internet, etc.). Additionally, a graphic floor plan for each floor of occupancy as well as Daily Logs, which show the occupied and vacant guest rooms must be submitted with each AUUR filing.

Penalties Assessed for Failing to File the Annual Unit Usage Reports Hotels that fail to file the AUUR are sent delinquent notices beginning on December 1st. These notices explain that an owner/operator has 15 calendar days to file the delinquent Annual Unit Usage Report before a \$1,000.00 per month penalty will be assessed per Section 41.10(g). If after the 15-day compliance period has passed and no AUUR has been received, a penalty assessment notice is sent out. This year, 15 penalty notices for failing to file the AUUR were issued. Of these 15 failure to file penalty assessments, 11 have been resolved and 4 remain outstanding.

Penalties Assessed for Failing to Correct Insufficient Annual Unit Usage Report Filings Hotels that file an incomplete or insufficient AUUR are sent official notices outlining the deficiencies of the insufficient filings via Certified Mail to the hotel owner. These official notices, which follow at least one informal attempt at obtaining a complete AUUR filing, explain that the owner/operator has 15 days to file a complete report before a \$500.00 per day penalty is assessed. This year 2 penalty assessment notices for insufficient filings were issued. Both of these insufficient filings have been resolved.

HOTEL CONVERSION ORDINANCE (HCO) REPORT

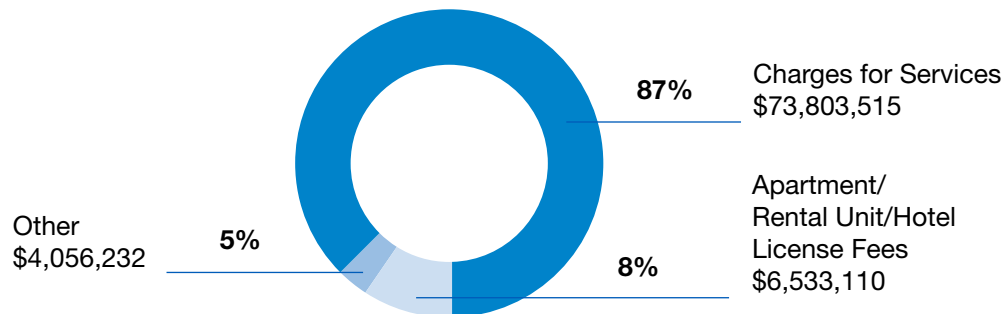
HCO ANNUAL REPORTING HIGHLIGHTS		
	2018-19	2017-18
Total Number of Residential Hotel Buildings	504	503
Total Number of Residential Hotel Buildings (required to file an Annual Unit Usage Report)		
Required to file an Annual Unit Usage Report:	394	394
Residential Hotels Offering Services:	342	336
(Include Maid Service, Linen Service, Security Service, Intercom System, Meal Service, Utilities Paid and Other, As Reported in the Submitted Annual Unit Usage Reports)		
Total Number of Residential Guest Rooms	19,245	19,199
Total Number of Residential Guest Rooms:		
(As Reported in the Submitted Annual Unit Usage Reports)	12,534	10,129
Residential Guest Room (Overall) Average Rent	\$894.10	\$1,237.88
(As Reported in the Submitted Annual Unit Usage Reports)		
HCO Violations		
Complaints received*:	11	37
Complaints abated:	9	11
*Outstanding complaints require further monitoring and outreach		
Residential Guest Rooms Converted:		
Through the Permit to Convert Process	0	
Through the Building Permit Process Only	0	
Recategorization	0	20
Total Residential Units Temporarily Unavailable or Effected by Fire (As Reported in the Submitted Annual Unit Usage Reports)	0	121

Given the nature of potential HCO violations, abatement cases can span several fiscal years to be able to monitor the requisite hotel reporting and rental histories.

FINANCE

REVENUES

FY 2018-19	FY 2017-18	Variance \$	Variance %
\$84,392,857	\$80,107,773	\$4,285,084	5.35%

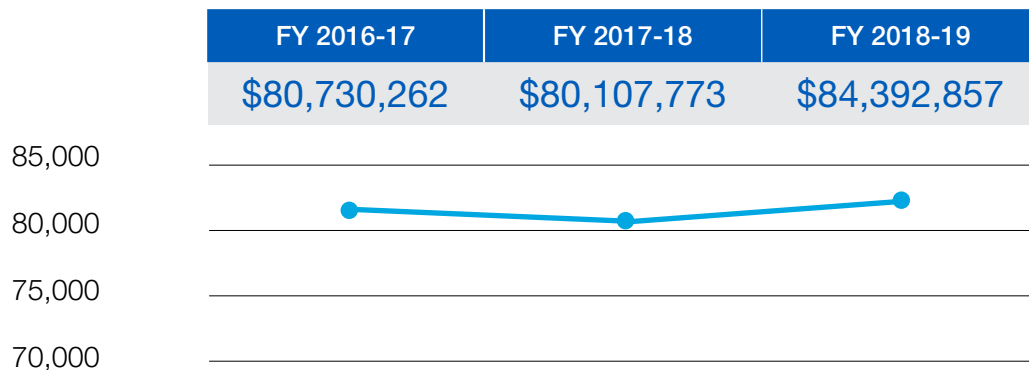


EXPENDITURES

FY 2018-19	FY 2017-18	Variance \$	Variance %
\$71,841,378	\$79,723,964	-\$7,882,586	-9.89%



THREE-YEAR REVENUE COMPARISON



VALUATIONS

BUILDING CONSTRUCTION VALUATION

Total project valuation of \$4.9 billion with 82% of the 36,882 projects submitted valued at \$50,000 or less.

Permit valuation	FY 2018-19	Permits - FY18	Change	% Change
\$0 - 2,000	13,821	13,738	83	1%
\$2,001 - 50,000	16,532	16,438	94	1%
\$50,001 - 200,000	4,508	4,310	198	5%
\$200,001 - 500,000	1,011	942	69	7%
\$500,001 - 1,000,000	449	413	36	9%
\$1,000,001 - 5,000,000	456	392	64	16%
\$5,000,001 - 50,000,000	90	46	44	96%
\$50,000,001 - 100,000,000	13	4	9	225%
\$100,000,001-200,000,000	2	2	-	0%
\$200,000,001+	-	2	(2)	-100%
Total	36,882	36,287	595	2%

PERMIT VALUATION

Permit Valuation	FY 2018-19	FY 2017-18	Change	% Change
Total	4,995,025,130	4,450,109,640	544,915,490	12%

PERMITS

PERMITS ISSUED

Issued 71,136 total permits averaging 5,928 permits issued monthly and 285 permits issued daily.

Permit Type	FY 2018 - 19	FY 2017 - 18
Building Permits	27,942	27,551
Electrical Permits	15,826	15,610
Plumbing Permits	18,425	18,605
Miscellaneous Permits	8,943	8,727
Total	71,136	70,493

BUILDING PERMIT ISSUANCE TYPES

Issued 27,949 total building permits with the majority of permits issued for alterations Over-the-Counter followed by additions, alterations or repair permits.

FY 2018 - 19	New Construction	Additions, Alteration, or Repairs	OTC- Alterations	Demolition	Signs and Quarry
27,942	146	2,065	25,051	121	560

OVER-THE-COUNTER PERMIT ISSUANCE

Of the 27,949 total building permits issued, 92% of the permits were issued Over-the-Counter on the fifth floor within two-business days.

FY 2017-18 Total Permits	FY 2017-18 Total OTC	FY 2017-18 Total Permits	FY 2018-19 Total Permits	FY 2018-19 Total OTC	FY 2018-19 Total Permits
27,561	25,610	92%	27,949	25,601	92%



<https://sfdbi.org/plan-review-services>

ELECTRICAL PERMITS ISSUED ONLINE & IN-HOUSE

	Online	Online %	In-House	In-House %	Total
FY 2018 - 19	7,851	50%	7,970	50%	15,821
FY 2017-18	7,582	49%	8,027	51%	15,609

PLUMBING & MECHANICAL PERMITS ISSUED ONLINE & IN-HOUSE

	Online	Online %	In-House	In-House %	Total
FY 2018 - 19	8,278	49%	8,564	51%	16,842
FY 2017-18	8,355	50%	8,505	50%	16,860



INSPECTIONS

Conducted 159,949 total inspections, averaging 13,329 inspections conducted monthly and 640 conducted daily, with 94% of inspections occurring within two-business days.

Inspection Type	FY 2018 – 19	FY 2017 - 18
Building Inspections	66,648	64,632
Electrical Inspections	39,735	41,393
Plumbing Inspections	38,064	36,200
Code Enforcement Inspections	3,368	3,465
Housing Inspections	12,134	12,488
Total	159,949	158,178

Inspections						
Building Inspection	FY 2018 - 19	Monthly Breakdown GOAL 90% within two-business days of request				FY 2017 - 18 Previous Fiscal Year
		Inspected within 2-business	% Inspected within 2-business days	Inspected more than 2-business days	% Inspected after 2-business days	
Total	66,648	64,114	96%	2,534	4%	64,632

Electrical Inspections	FY 2018 - 19	Monthly Breakdown GOAL 90% within 2-business days of request				FY 2017 - 18 Previous Fiscal Year
		Inspected within 2-business days	% Inspected within 2-business days	Inspected more than 2-business days	% Inspected after 2-business days	
Total	39,735	38,127	96%	1,608	4%	41,393

Plumbing Inspection	FY 2018 - 19	Monthly Breakdown GOAL 90% within two-business days of request				FY 2017 - 18 Previous Fiscal Year
		Inspected within 2-business days	% Inspected within 2-business days	Inspected more than 2-business days	% Inspected after 2-business days	
Total	38,064	33,106	87%	4,958	13%	36,200

Daily average of inspections conducted per inspector			
FY 2018-19	Building	Electrical	Plumbing
Daily Average	11.8	12.1	11.1

	BID	48-HOUR TNRND	EID	48-HOUR TNRND	PID	48-HOUR TNRND	TOTAL RECEIVED	2 BUS DAYS	2 BUSINESS DAYS TURNAROUND
FY Total	66,648	64,114	39,735	38,127	38,064	33,106	144,447	135,347	94%

INSPECTIONS

Housing inspections result from complaints received by DBI from tenants and residents. Routine inspections are conducted periodically of the common areas by district inspectors. Both inspection types are conducted by our Housing Inspectors to ensure that minimum habitability standards are maintained in existing residential buildings.

Housing Inspection	FY 2018 - 19	FY 18 - 19 ROUTINE INSP	FY 17 - 18	FY 17 - 18 ROUTINE INSP
FY TOTAL	12,134	2,046	12,488	2,534

Code enforcement inspections are the result of property owners failing to apply for required permits or going beyond permitted work in building, electrical and plumbing applications. In addition, code enforcement inspections can be the result of non-compliance with DBI's existing programs, such as Mandatory Soft Story, Vacant Storefront and more. These inspections are conducted by the Code Enforcement Section and can result in Director's Hearings and City Attorney referrals due to non-compliance.

FY 2018 - 19



3,368

FY 2017 - 18



3,465

**Received
1,818**



new complaint referrals.
within Director's
deadline

**Abated
1,774 Cases**



and referred 8 cases to
the City Attorney.

**Performed
3,351**



Field Inspections for
Code Enforcement
cases

**Presented
1,398 Cases**



at Directors Hearings
including 60 Vacant
Buildings and 5 Boilers.

**Responded to
Director's
Letters: 100%**



**Responded to
100%**



Phone Calls within
24 hours.

**Recieved
2,221**



Permit Applications
for Code Enforcement
Cases.

COMPLAINTS

Received over 10,000 total building, electrical, plumbing and housing complaints, with 96% processed within three business days.

Division	FY 2018-19	Responded to Within 3-business days	% Responded to Within 3-business days
Building	5,018	4,867	97%
Electrical	402	402	100%
Plumbing	630	588	93%
Housing	4,073	3,834	94%
FY Total	10,123	9,691	96%

RESPOND TO 80% OF ALL COMPLAINTS WITHIN THREE (3) BUSINESS DAYS

	Non-hazard	Responded to within 3-business days	% Responded to within 3-business days	Over 3-business days	Percentage over 3-business days
FY Total	4,073	3,834	94%	239	6%

TOTAL HOUSING COMPLAINTS RECEIVED

	Non-hazard	Total life hazard / heat complaints	Total Previous Fy 2019-18
FY Total	4,073	490	4,143

HOUSING HAZARD COMPLAINTS

Received 490 total life hazard and heat hazard complaints, with 90% responded to within one business day.

Type of Housing Complaint	FY 2018 - 19	Responded to Within 1-business day	Percentage Responded to Within 1-business day
Life Hazard	195	168	86%
Heat Hazard	295	271	92%
FY Total	490	439	90%

RECORDS MANAGEMENT

The Records Management Division is responsible for the storage and reproduction of plans, permit applications, job cards, and miscellaneous documents and producing the Report of Residential Building Records (3R) and maintaining historical records. The division is divided into two sections: Records Management and 3R Report of Residential Building Records.

TOTAL PUBLIC RECORDS REQUESTS

Produced 12,524 record requests with 93% processed Over-the-Counter.

Total Records Request	Percentage Processed Over-the-Counter
12,524	93%

TOTAL 3R (REPORT OF RESIDENTIAL BUILDING RECORDS) REQUESTS

Produced 7,400 3R reports with 98% of reports issued within 7-business.

Total 3R Requests	Completed within 7-business
7,400	98%



PERFORMANCE MEASURES

97% Records Requests Processed Within 20 Business Days



97% Reports of Residential Building Records (3R reports) Produced Within Seven Business Days



96% Non-Hazardous Housing Complaints Responded to Within Three Business Days



89% Life Hazards or Lack of Heat Complaints Responded to Within One Business Day



94% Non-Hazardous BID, PID, EID Complaints Responded to Within Three Business Days



85% Site Permit Applications Reviewed With a Construction Valuation of Greater Than \$4,000,000 Reviewed Within 42 Calendar Days**



95% Submitted Projects Audited for Quality Assurance by Supervisors



92%** Site Permit Applications Reviewed With a Construction Valuation of Less Than \$3,999,999 Reviewed Within 30 Calendar Days**



Due to short-staffing levels during the 1st and 2nd quarters, increasing workload, training of new hires, etc., Plan Review Services was unable to meet this goal. The average from July – December 2017 was 58%; great improvement was made during the 3rd and 4th quarters, with an average of 90%. The Department anticipates to meet this goal as specified during Fiscal Year 2018-2019.**

100%* Pre-application Meetings Conducted Within 14 Calendar Days*



Due to short-staffing levels, increasing workload, new hires, etc., Plan Review Services was unable to hold the Pre-Application Meetings within the specified timeline. In addition, since this function requires coordination with other City agencies, Plan Review is in the process of revising the current measure to address our current business needs. The proposed revised measure will go in effect during Fiscal Year 2018-2019.*

93% Number of property owners under the Mandatory Soft Story Seismic Retrofit Program that have complied with requirements



The Department is following up with customers who did not complete the registration process by June 30, 2018. Compliance notices are being sent and meetings are held as needed to ensure full registration is complied with as specified by this goal. This is a customer driven measure.



98%

Applications for Multi-Family Residential and/or Mixed-Use Buildings Reviewed Within 42 Calendar Days



98%

Permit Applications for Office and/or Commercial Buildings Reviewed Within 42 Calendar Days



96%

Timeliness of Distributing Submitted Drawings



96%

Permit Applications for Other Buildings Reviewed Within 42 Calendar Days



92%

Records Requests Processed Over-The-Counter



99%

Permit Applications for One and Two Family Dwellings Reviewed Within 28 Calendar Days

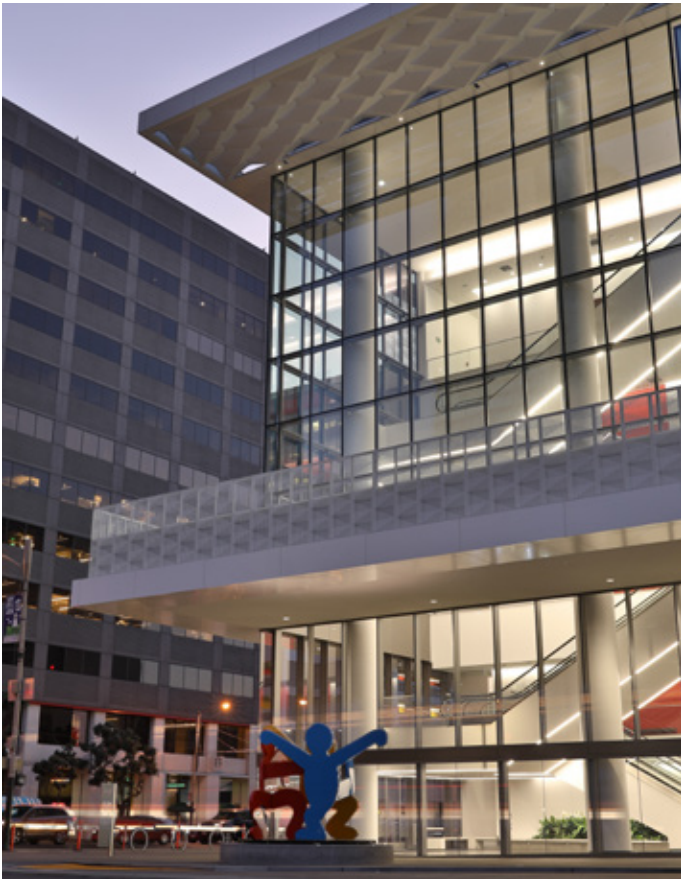


3,250

Number of Seismic Safety Outreach Program (SSOP) ambassadors graduated from training



PROJECTS IN PROGRESS



747 Howard Street (\$266.1M)
To renovate Moscone Center North & South building.



250 Howard Street (\$239.0M)
To construct 45-story office building.



526 Mission Street (\$270M)

To construct new hotel/residential building
“Oceanwide Center”.



101 1st Street (\$336.2M)

Transbay Tower (Salesforce Tower)

To erect 63 stories building with 3 basements,
office, retail, parking building.



EMPLOYEE OF THE QUARTER RECOGNITIONS

2018 Employee of the Year



Stephen Kwok
Stephen Kwok,
Plan Review Services

Quarter 3

July to September 2018



Bernedette Perez
Housing Inspection Services

Quarter 4

October to December 2018



Stephen Kwok
Plan Review Services

Quarter 1

January to March 2019



Nicole Rossini
Housing Inspection Services

Quarter 2

April to June 2019



Fergal Clancy
Building Inspection Services

STAFF

BUILDING INSPECTION DIVISION

Jeffrey Barnes
Kevin T Birmingham
Sean Birmingham
Yuet Ming Chan
Fergal Clancy
Yuang-Tam Chiu **RETIRED**
Colette Cummins
Bernard Curran
Joseph Duffy
Donal Duffy
Peter Eisenbeiser
Kenneth Gonzalez
Matthew Greene
Jimmy Guaiumi
Michael Gunnell
Steven Hajnal
Darlene Hartley
Daniel Helminiak
Hector Hernandez
Brett Howard
James Kelly
Yin Sheng Lei
Carl E Malchow
Kevin McHugh
Patrick O'Riordan
Robert Power
Philip Saunders
William Walsh
Carl Weaver

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Edward Greene
Norman Gutierrez
Mauricio Hernandez
John Hinchion
Thomas Keane
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Jennie Pham
Gloria San-Buenaventura **(R)**
Chris Schroeder
Donald Simas
Teresita Sulit
Albert Wong

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Wai-Fong Cheung
Nancy Gutierrez
Crystal Minjia Huang
Marisa Lee Chan
Grace Secondez
Susie Song
Shirley Torres
May Lin Wong
Yan Ping Wu
Brenda Yan

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Patty Lee
John Murray
William Strawn
Ronald Tom **RETIRED**
Lily Madjus Wu
Sonya Harris
Shirley Wong
Edward Donnelly

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Michael Choy
Gary Clifton
Michael Doherty
Michael J Doyle
Mark Christopher Jusino
Bryan Keil
Sergey Kondrashov
Albert Leong
Chantel Lewis
Edward Masck
Mario Alberto Ortiz
Paul Ortiz
Cheryl Rose
Nicholas Russell
Matthew Schlecht
Robert Van Koll
Collin Wing
Benjamin Hong Yee
Paul Zarich

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Elizabeth De Trinidad
Yuxiang Jew
Daniel S Kreuscher
Yan Yan Lee
Sarah Luu
Taras Madison
Rossinie Martinez
Adriana Ortiz
Jane Sun

HELP DESK

Cheng Hong Chan
David Kloss
Christine Marie Osorio

HOUSING INSPECTION DIVISION

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Duke Bragg
Jennifer Cheung
Johanna Coble
Alan Davison
Angelique Bridgette Gold
Trina Gomez
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Anthony Lepe
Jose Lopez
Matthew Luton
Derek Maher
Danny Mak
Hatem Mansur
Wai C Mar
Liam Mccarthy
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Thomas Moyer
Stephen Mungovan
Donald Osborne
Bernedette Perez
Nicole Rossini
Sergio Salvetti **RETIRED**
James Sanbonmatsu
Robert Wohlers
Timothy Wu
Dennis Yee

INITIAL PLAN REVIEW

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Sharae Brown
Susan Bufka
Marla Chapman
Derek Cheung
Saphonia Lemeta Collins
Emilie Greene **RETIRED**
Evelyn Karcs **RETIRED**
Kim Lee
Alvina Lei
JingJing Lu
Marianne Pangelinan
Maria Ragasa
Charles Robinson Jr
Hareggewain Shawl
Jackie Tran
Christopher Victorio
Ren Yu Zhang

INSPECTION SERVICES

Alma Canindin
Adora Canotal **RETIRED**
Audrey Gee
Samuel Gregory
Phuong Ha
Shevann Harden
Carmen Hasbun
Olive Hui Ting Huang
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Cheryl Lee
Ben Wai Ping Man
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Edward Sweeney
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Thu Ha Thi Truong
Suzanna Wong

MANAGEMENT INFORMATION SERVICES

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Cirila Santiago
Harold Steger
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Wai Hung Yip
Andy Huang Yu
Bruce Yuke
Yuxiao Zhan

PLUMBING INSPECTION DIVISION

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Andrew John Fernandez
David Christopher Gordon
David Gotelli
Alex Kwan
David Ledda
Sean Lynch
Michael Mitchell
Daniel Ortega
Andrew Palmigiano
Steven Panelli
Daniel Shea-III
Richard Strabel
Christopher Vella
Mark Voelker
John Watson
Jeffrey Watt
Wayne Wong
KennethYoung

PAYROLL AND PERSONNEL SERVICES DIVISION

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Mia Vanessa O Sutanto

PLAN REVIEW SERVICES

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Man Wai Chan
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Rong Gui Chen
Jimmy Cheung
Jonathan Chiu
Robert Chun
Godfrey De La Torre
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Hector Ariel Estrella
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Vivian Huang
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Chi Chiu Lau
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Mandy Lei
David Leung **RETIRED**
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Chu Liu
Jiale Liu
Daniel Lowrey
Jeffrey Ma
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Carey McElroy
Calvin Mok
Timothy Nagata
Man Keung Ng
Jaime O'Leary
Reynaldo Ortega
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Ying Pei

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Mohsin Shaikh
Richard Tam
Jia Jian Tan
Mark Walls
Irene Wong
Willy Yau
Diane Yin
Cyril Yu
Howard Zee
James Zhan
Kayi Zhang



RECORD MANAGEMENT DIVISION

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Pak Ho Luk
Jack Purdy
Tuti Suardana
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